

✚ How To Communicate with Power, Diplomacy and Tact: Essential Skills for Effective Communication - 6 Digital Audio CDs and booklet

Everyone can and should improve their communication skills. Effective communication is essential for professional and personal success. If you feel that people don't listen...don't always "get" what your saying...don't follow your instructions...or don't take you seriously, then your communication style may need some fine-tuning – or perhaps even a complete overhaul!

The good news is, even if you aren't a born communicator, you can learn to improve your skills. In this program, Dr. Robert Tracz, a recognized authority on leadership, communication and personal effectiveness, will teach you the skills you need to communicate more effectively.

Bob will show you how to rid yourself of both the verbal and nonverbal "weak links" that can lead to misunderstandings, mixed messages and unconscious blunders. Do you come across as too passive...or too pushy? Someone who's in the know...or a know-it-all? A leader...or a follower? It's all in the way you communicate. Bob uses practical exercises, revealing examples and anecdotes to deliver the expert tips, techniques and "how-tos" you need to get your point across with power, diplomacy and tact.

Some of what you'll learn...

- The best ways to handle difficult personalities without causing anger or distress
- What to do and say when you're faced with a serious confrontation
- Tips for strengthening your written communication skills – e-mails, memos, reports, letters and more
- How to be an active listener – you'll communicate more effectively without saying a word!
- Learn to handle mistakes and misunderstandings in a positive, tactful way
- The best way to say "no" so that others know you really mean it!
- Criticism – how to give it constructively and accept it gracefully

